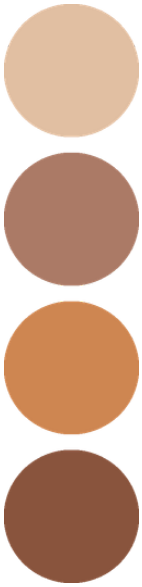
AgnoShin

SECURE, OPTIMIZE, AND ENHANCE HUMAN INTELLIGENCE



JULY- 2026

AGNO-DIGEST





That's a Wrap: CX RoadShow 2026 Touches Down in Coimbatore

GenAgno's roadshow then moved further to Coimbatore next, and the city's business community turned out in full strength. You could feel the energy in the room as we revealed the AI-powered tools that will reshape the way businesses work and from the discussions that ensued, it landed exactly as planned.

We thank our partners, guests and the wider Coimbatore business community for their insights and engagement which made the event truly special. This kind of thing only works when the room is ready to talk, question and connect and Coimbatore turned up to do just that. And to the GenAgno family behind the scenes the builders, packers, travellers, pullers this one's for you. What makes a roadshow a milestone is your passion and your never ending quest for excellence.





One more city down, gaining momentum. One innovation. One roadshow. One step at a time. Cheers to the future of CX.

Catch the highlights from CX RoadShow 2026 Coimbatore online.







Employee Engagement

A Week of Colours, Creativity, and Team Spirit

Some weeks at AgnoShin are about deadlines. This one was about colour, costumes, and team spirit. Our latest themed week turned the office into a celebration each day bringing its own colour and energy, a fresh excuse for the team to show up a little differently.

To everyone who dressed up and brought the energy thank you for making the office feel a little more alive this week.











Client Testimonial

AgnoCon Client Testimonial – Tamil Nadu Centre of Excellence for Persons with Autism.



New Clients Parterned!

New client onboarded! GenAgno welcomes **TimeNet** as our newest partnership client, excited to grow together and deliver great results.



New Clients Parterned!

New client onboarded! GenAgno welcomes **TenSketch** as our newest partnership client, excited to grow together and deliver great results.



CX Industry Insight

Why "AI Everywhere" Just Stopped Being Impressive

Ask any CX leader in 2026 whether they've deployed AI, and you'll get a nod. Ask how intelligently it's being used, and the room goes quiet. That gap is becoming the real dividing line in customer experience.

Zendesk's latest global CX research makes a claim worth sitting with: AI is no longer the differentiator how intelligently a company applies it is. The stakes are steep: most CX leaders now believe a single unresolved issue is enough to lose a customer for good.

That's where contextual intelligence comes in blending AI, real customer data, and human judgment in the moment, rather than treating them as separate systems. What separates leaders from everyone else isn't whether they have AI, but how deliberately they govern it. High-maturity organisations are far more likely to have built AI reasoning controls into their systems than low-maturity ones governance, in other words, has become a maturity signal, not a bureaucratic afterthought.

CX Industry Insight

The industry also has a name for what's replacing pure automation: co-intelligent CX an operating model where AI handles orchestration, automation, and insight, while humans provide judgment and empathy. The interesting twist is what this does to empathy itself. Conventional wisdom says more automation means less human warmth. Recent industry analysis flips that: empathy isn't being replaced by AI — it's being enabled by it, freeing agents from repetitive lookup work so they can focus on the parts of a conversation that actually need a human.

The takeaway: the CX conversation in 2026 has moved past "are we using AI" to "can we prove we're using it responsibly, contextually, and in service of the humans on both sides of the conversation."

Source: Zendesk, CX Trends 2026 — https://www.zendesk.com/newsroom/press-releases/contextual-intelligence-becomes-the-new-standard-for-exceptional-customer-experience-in-2026/

Our CSR Engagement

The Art of Seeing Differently: A Workshop That Redefines Photography

What does it mean to "see" a photograph? Our CSR wing, Meiporul, partnered with the Accessibility Research Center (ARC) at IIT Madras to bring that question to life through a three-day workshop this July "The Art of Seeing Differently" designed for aspiring blind photographers.

Held at IIT Madras's Department of Humanities and Social Sciences, the workshop reminded everyone that photography isn't only about sight it's about perspective, sound, texture, and intention.



Our CSR Engagement

A small but powerful initiative that reframes "seeing" as something far broader than eyesight alone, and one more example of Meiporul's continued commitment to empowering abilities and transforming lives.





Team REVIEWS



Varsha Sri R

Intern

AgnoShin Technologies provides a good learning environment where employees get opportunities to learn and enhance their technical skills. The colleagues are friendly, supportive, and always willing to help. It's a positive workplace for freshers and professionals looking to grow their careers.



Yogeshwaren S

Intern

My internship at AgnoShin Technologies as a Java Developer Intern was a valuable learning experience. I had the opportunity to strengthen my Core Java skills while working on real-world development tasks. The team was supportive, and the mentorship helped me understand industry practices and improve my problem-solving abilities. Overall, it was a great place to build a strong foundation for a career in software development.

WELCOME
TO THE TEAM!

We're thrilled to have you as part of our growing family. Your skills, ideas, and passion will make a real impact, and we can't wait to achieve great things together.

Let’s innovate, collaborate, and make a difference!



Gopika Ravichandran
Business Development Manager

Agno Health Corner
Your Monthly Health Boost!

Topic: Your "Useless" Organ Might Be Secretly Protecting You

When was the last time you thought of your appendix as anything other than a leftover your body doesn't need?

- Most of us grew up believing the appendix is medical spare junk — evolutionary leftovers with a single purpose: eventually getting removed.
- But researchers now believe it may function as a "safe house" for good gut bacteria — a backup reserve your body can draw on to recolonize the gut after severe illness wipes it out.

Quick Fact:

People who've had their appendix removed show a higher long-term risk of certain gut infections returning — suggesting that small pouch may be quietly doing reserve duty, not nothing at all.

Challenge of the Month:

Next time someone calls a part of the body "useless," look it up. Notice how often "we don't know what it's for" turns out to mean "we haven't figured it out yet."

BIRTHDAYS



Veerappan



Julie Jasmine



Daniel



Sridhar



Somnath



Janani

WORK ANNIVERSARY



Nandhitha



Nancy



Tamilarasan



Barath



Gowtham

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Mukesh



Sanjay



Emanu



Amritha

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